

3D MODELING SOFTWARE IMPROVES CUSTOMER SERVICE

ABOUT CYCLOPS INDUSTRIES. Cyclops Industries designs and manufactures products used to observe processes in industrial pressure vessels and pipelines. These include safety sight glasses, viewport assemblies, sight flow indicators, spray rings, sight lights, and sight glass replacements. The company serves customers in various industries around the world, providing maximum safety under high pressure, high temperature, corrosive and volatile processing operations. Based in South Charleston, West Virginia, Cyclops Industries was established in 1958 and has six employees.

THE CHALLENGE. Cyclops Industries needed to update its design and engineering software. Many of the original designs and prints in the company's product catalog were still paper drawings, or scanned images of paper drawings with modifications made using basic programs such as Microsoft Paint. Cyclops Industries customers were using more advanced technology, making it harder for the company to meet their requests. Company leaders reached out to the West Virginia Manufacturing Extension Partnership (WVMEP), a NIST MEP affiliate, for assistance in software selection, training, and implementation.

MEP CENTER'S ROLE. After touring the Cyclops facility to get a better understanding of the company's needs, WVMEP provided two on-site demonstrations of industry-leading software packages, along with explanations for how the solutions could work for Cyclops Industries. According to Cyclops President Kim Mack, the manufacturing extension agent from WVMEP "was very knowledgeable on the programs to choose from, and recommended what was the best fit for our company." Company leaders selected the Inventor software system, and WVMEP provided on-site training to bring the Cyclops engineer up to speed.

To offset some of the cost associated with this part of the project, WVMEP connected Cyclops Industries with West Virginia's Governor's Guaranteed Workforce Program. Using funding from Scale Up West Virginia, WVMEP assisted Cyclops in creating an electronic catalog of products commonly used in the company's components and assemblies. The catalog allows Cyclops to immediately pursue new business without the delay of creating additional files. Cyclops staff is now proficient in 3D modeling software and can provide customers with models and assemblies, leading to new sales.

"I am totally satisfied with all that [WVMEP] was able to accomplish in the training of our personnel on the Inventor system. Our state has many opportunities for businesses to achieve the help that is needed. I am very thankful for finding and being able to utilize WVMEP. Partnering us with the West Virginia Governor's Guaranteed Workforce allowed us to have part of the cost covered as well."

-Kim Mack, President

RESULTS



Trained **6** staff on 3D modeling software



New software system for models and assemblies



1 electronic product catalog led to new sales



Funding from Scale Up West Virginia to offset training costs

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